3 Installation Intervals

Normal Installation Intervals will apply to Fast Packet Services that are resold. The interval required for a new Fast Packet Customer Connection and BBEL is ten days from the Application Date. The ten day requirement is detailed below:

Service Inquiry to Application Date - 2 Days

Application Date to Service Order Issue Date - 1 Day

Service Order Issue Date to Loop Assignment Make-up - 1 Day

Loop Assignment Make-up to Records Issue Date - 2 Days

Records Issue Date to Design Verified Date - 1 Day

Design Verified Date to Wired and Office Tested - 2 Days

Wired and Office Tested to Frame Continuity Date - 0 Days

Frame Continuity Date to Plant Test Date - 1 Day

Plant Test Date to Due Date - 2 days

Orders issued to change features such as CIR or adding or deleting DLCIs will require only 2 days.

4 Service Inquiry & Ordering Guidelines

RESALE FRAME RELAY ORDERING PROCEDURES

1.0 DESCRIPTION

1.1 Frame Relay is a connection oriented packet mode service based on the X.25 LAPD standards. The data is packaged into variable length frames which are forwarded through the network using pre-defined logical links. There is no link by link error monitoring on Frame Relay.

1.2 Frame Relay service utilizes the Cascade 9000 model fast packet switch.

1.3 Permanent Virtual Circuits (PVCs) are normally established at the time the customer subscribes to the service.

1.4 The PVC Frame Relay service allows the user to set up a series of point-to-point virtual circuits through the network. A PVC is provisioned via a service order when service is established and taken down when service is discontinued.

1.5 The PVC is activated by a translations function performed in the switch connecting two physical circuits together at tariffed speeds of 56 Kbps, 64 Kbps, 1.536 Mbps, 128 Kbps 2B1Q and 44.2.10 Mbps.

1.6 These two physical circuits will be two non-access circuits.

1.7 The Frame Relay standard specifies an address field called the Data Link Connection Identifier (DLCI). The DLCI specifies a connection. When any two DLCIs are mapped together in the switch, a PVC is created.

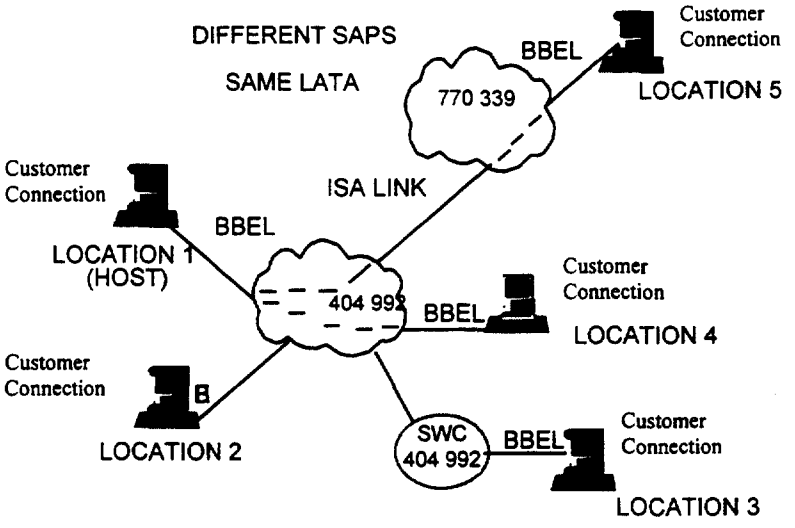
1.8 There are two billing options for Frame Relay service. The customer subscribe to month-to-month service or to the Fast Packet Special Pricing Plan. See the Billing Section of this standard for additional information.

1.9 Frame Relay is offered in the access and non-access tariffs. The applicable tariffs is the General Services Subscribers Tariff (GSST) (NON-ACCESS all states).

NON-ACCESS FRAME RELAY SERVICE

1.10 These configurations are connections from a customer's premise to the Cascade switch.

1.11 A customer's network may be made up entirely of end user connections and may never leave the LATA. Hence, a carrier (or access order) connection would not be involved. Below is a diagram that depicts what a customer's non-access network could look like:



FACILITIES

1.12 Frame Relay can use either a Broadband Exchange Line (BBEL) facility or MegaLink Channel Service for its transmission medium. The available transmission speeds are 56 Kbps, 64 Kbps, 128 Kbps, 1.536 Mbps or 44.210 Mbps.

64 Kbps and 1.536 Mbps facilities for Frame Relay service must be engineered with Extended Super Frame (ESF) and Bipolar Eight Zero Substitution (B8ZS).

CUSTOMER CONNECTION

1.14 The Customer Connection provides the customer with an interface to the Frame Relay Service network. The interface receives the data frame from the customer's device and verifies that the DLCI is valid before relaying the frame to the destination.

1.15 Included in the Customer Connection are the customer's termination on the Frame Relay Service switching equipment, the transport from the Serving Area Point to the switching equipment and the first DLCI.

1.16 These interfaces connect to the Frame Relay Service network at transmission speeds of 56/64 Kbps, 128 Kbps, 1.536 Mbps or fractional speeds of 128, 192, 256, 320, 384, 448, 512, 576, 640, 704, 768, 1024, 1152 Kbps.

BROADBAND EXCHANGE LINE - FAST PACKET OPTION (BBEL-FPO)

1.17 The BBEL-FPO is used to connect a customer's premise (fast packet or video equipment) to their Serving Wire Center (SWC). The BBEL-FPO is available at either 56/64 Kbps (DS-0) , 1.536 Mbps (DS-1) or 44.210 Mbps (DS-3).

1.18 The BBEL-FPO is available as a transport element for Frame Relay, Connectionless Data Service (CDS) and Multipoint Video Conferencing Service (MVCS).

BROADBAND EXCHANGE LINE EXTENSION - (BBEL "E")

1.19 The Broadband Exchange Line Extension BBEL "E" is the transport element required to extend Frame Relay (CDS and MVCS) to customer locations outside the Fast Packet/MVCS Serving Area Point (SAP), based on InterOffice Facility (IOF) design and service requirements. The BBEL "E" connects the BBEL at the customer's Serving Wire Center to the closest SAP. 56/64 Kbps BBEL "E's" consist of one DS-0 time slot in a BellSouth T1 Carrier Systems originating in the customer's SWC and terminating in a SAP. 1.544 Mbps BBEL "E's" originate at the DSX-1 cross-connect field in the customer's SWC and terminate in either a DSX-1 cross-connect field or a Flex DCS in a SAP, based on IOF design and service requirements.

1.20 When the BBEL-FPO is provided in association with MegaLink channel service to connect customer locations to Frame Relay service, the BBEL "E" may be used. This occurs if the Central Office where the channelization exists for the MegaLink is not a Frame Relay Serving Area Point, the a BBEL "E" is required to connect the CO where the channelization occurs to the closest SAP and Cascade switch.

SERVING AREA POINT(SAP)

1.21 Frame Relay is offered through a SAP concept. Certain Company Central Offices are equipped with a Cascade switch and designated by the Company as a SAP for Frame Relay Service. A customer accessing the service network whose serving wire center is not a designated SAP, will incur local channel charges plus interoffice channel charges from the customer's serving wire center to the appropriate serving area point.

1.22 In GA, MS, LA, FL, KY and TN, two options are offered for a customer who desires to send data between two Frame Relay serving areas within the same LATA. They are:

Option 1: The customer subscribes to additional Customer Connections and BBEL extensions. These additional rate elements will be used solely to transport this customer's data traffic between affected Frame Relay Network Serving Areas.

Option 2: The customer subscribes to bandwidth on "company established facilities". The customer purchases an InterNetwork Serving Area (ISA) link between the two switches and by specific CIR bandwidth between 0 and 1.544Mbps.

Each of these links has an associated CIR. One PVC exists between both customer premises through the Link. All CIRs on this PVC must have the same value. Charges for the ISA link are applied as follows:

- the ISA link establishment is charged for each end of the link,

- the ISA link CIR is charged at each end of the link,

- no DLCI charges apply.

Note: For additional information on SAP to SAP connections see Non-Access Service Order Exhibits 5 and 6 in Section 9 of this document.

1.23 For the states of AL, NC and SC there is presently only one switch per LATA and the connection of SAPs is not applicable.

1.24 Billed rate elements that are standard for non-access Frame Relay, end user to Cascade switch connection (end user and switch are in same SWC as SAP) are:

- Customer Connection

- BBEL

- Optional Features (Additional DLCI and CIR)

(Note: These are Frame Relay rate elements only. Additional rate elements (e.g. EUCL and handicap service charge) will be billed, business as usual.

1.25 Additional Frame Relay rate elements such as BBEL Extension and ISA link may be applicable based on the customer's geographic location.

2.0 RESTRICTIONS

2.1 The maximum number of DLCIs per Customer Connection depends on the characteristics of the customer's data traffic. However, a maximum of 250 DLCIs may be established across a single Customer Connection.

2.2 The maintenance window (for software updates to the network) will be performed during the time period between 2:00A.M. and 4:00A.M. (EST) on any given Wednesday or Sunday morning. The company will make every reasonable effort to provide advance notice to those customers likely to be severely affected by such maintenance work.

2.3 The minimum service period is one month.

2.4 All CLEC ordered Frame Relay requests non-access, adds, disconnects and changes, will utilize the SI process. This is the case even if "PVCs only" are being ordered. (Disconnects will not require a SI responses.)

2.5 Frame Relay requests **are excluded** from Customer Desired Due Date (**CDDD**) guidelines and Service Installation Guarantee (**SIG**).

2.6 Expedite procedures will apply when a customer requests less than a 10 day interval for frame Relay when a physical circuit is being ordered.

3.0 GENERAL

ACRONYMNS/ABBREVIATIONS/DEFINITIONS

BBS	BellSouth Business Systems	
BSAC	BellSouth Account Center	Center located in Atlanta that issues access and non access (non Frame Relay) service orders for National Accounts. (e.g. Sears, State Farm, etc.)
CCNA	Customer Carrier Name Abbreviation	The three character code that designates who is ordering the access service.
CSA	Customer Service Associate	Representative that processes all non-access Frame Relay requests and issues service orders.
DLCI	Data Link Channel Identifier	A numeric value given to one end of a PVC.
FOC	Firm Order Confirmation	
CLEC	Competitive Local Exchange Carrier	
DCSC	Data Customer Support Center	Center that issues all Resale BroadBand service orders for CLECs.
ISA	InterNetwork Serving Area	
LSR	Local Service Request	
MCO	Maintenance Control Office	
MT	Multimedia Technician	DCSC technician responsible for performing translations and Network Management functions for Broad band type services.
OCO	Overall Control Office	
POP	Point of Presence	

PVC	Permanent Virtual Circuit	
SAP	Serving Area Point	
SI	Service Inquiry Form	Pre ordering document for G.S.S.T Broadband services Firm Orders.
SRF	Service Request Form	Ordering document for G.S.S.T Frame Relay, Connectionless Data Service and Broadband Exchange Line Service.
UNI	User to Network Interface	

3.2 CODES

3.3 State Specific Circuit ID Codes

Non-Access	GA - 40, 50	AL - 10
	FL - 30, 70, 80	KY - 50 (KIH - some locations use 54)
	NC- 20	LA - 60
	SC - 90	TN - 80
		MS - 70

3.4 Common Language - Circuit ID Codes

Non-Access Exchange Line		**Non-Access MegaLink Channel Service**	
Code	Speed	Code	Speed
QEDA	56k	DCDQ	64 Kbps
QKDA	64k	DHMC	1.5
QGDA	1.536M		
QIDA	44.210	M	

4.0 RESPONSIBILITIES

A. COMPETITIVE LOCAL EXCHANGE CARRIER

4.1 CLEC Customers are responsible for submitting LSRs to the DCSC for all additions, changes and disconnects for Frame Relay service.

4.2 To activate a PVC, the CLEC will fax a PVC Order Form to the DCSC in addition to the LSR. The PVC Order Form must reflect the CCNA and PON of the associated LSR, completed Virtual and Related Detail Sections including CIR.

4.3 LSRs to establish Frame Relay UNI connections will reflect an originating location (A end) and terminating location (Z end).

4.4 The "A" end will always be the BellSouth Cascade switch CLLI code.

4.5 The "Z" end will be the customers end user premise .

4.6 CLECs ordering on Frame Relay service for an end user customer will user customer's network connects to a IC's, the CLEC will work with the DCSC Project Manager to coordinate the ordering of the access and non-access links.

B. DCSC PROJECT MANAGER

4.7 The Project Manager negotiate all non-access Frame Relay requests with the CLEC.

4.8 Will work with CLECs coordinating non-access networks to access networks.

4.9 Pre-assigns order numbers and circuit ID (if applicable) on all non access Frame Relay requests.

4.10 **Will submit the Service Inquiry** to the appropriate Capacity Managers and Outside Plant Engineer **for non-access Frame Relay requests.**

4.11 Project manager will submit the completed SI/SRF and map or spread sheets to the DCSCCSA for order issuance.

4.12 The Project manager is responsible for creating a map or spread sheet of the customer's Frame Relay Network according to the Network Map Template instructions on the Knowledge database. Pertinent items are:

- The customer's name
- Date of the map
- BellSouth switch information
- End User and Carrier connections
- "Talk to" locations
- Circuit ID for all UNI and NNI connections

- Carrier ID for NNI connections

- DLCI numbers

C. DCSC

CSA

4.13 The DCSC CSA will process all non-access Frame Relay requests from the DCSC Project manager by issuing service orders and preparing complete packages for delivery to the MT screener.

4.14 The documents the CSA should receive are:

a. SI - Completed and Approved

b. Network Map or spread sheet

c. SRF - Completed

4.15 The CSA will refer all SI/SRF and Network Map inquiries to DCSC project manager.

4.16 The CSA will provide confirmation information, intermediate critical dates, DLCIs and due date to the Project Manager.

4.17 CSA will forward copies of updated documents and delivers to the DCSC MT.

MT

4.18 The DCSC MT (screener) will receive Frame Relay "packages" from the DCSC CSA.

4.19 Upon receipt, the MT screener will ensure the "package is complete and logged in on a daily log sheet as work is received.

4.20 The MT will perform all OCO/MCO functions as appropriate. In addition, the MT will verify DLCI availability (if requested) and notify the either the project manager or DCSC CSA.

4.21 MT will interface with ACAC, when necessary, to jointly turn up/maintain the customer's Frame Relay service.

5.0 ORDERING

5.1 Physical connections to the BellSouth Frame Relay network can be ordered as Resale non-access.

5.2 These connections as well as the PVCs can be ordered by the CLEC

5.3 The **order issuance** and **OCO/MCO responsibility are the DCSC** because the services can only be ordered from the G.S.S.T.

5.4 All non-access requests for resale Frame Relay service will be submitted by the CLECs to place the order with the DCSC Project Manager.

5.5 The DCSC Project Manager will submit non-access requests using the SI and SRF forms to the DCSC CSA.

5.6 Prior to service order issuance, a service inquiry will be done on all end user Frame Relay requests issued by the DCSC CSA.

SI and SRF FORMS (Non-Access)

5.7 The SI and SRF are two separate forms that are required on all Firm Order request.

5.8 The next few pages of this document is contains the actual forms and Line by Line instructions.

PART 1 – Completed by the DCSC project manager, Distributed to **CCM, SCM/ICM, OSPE** and /or **IROC** For Responses. Also Distribute to **FlexServ Administrator** If Applicable, No Response Necessary

SI#: _____ Associated SI#: _____ Origination Date:

PRN #_____ Update/Cancel ___

Originator Name: _____ TN: _____ Fax: _____

Project Mgr/Implementor: _____ TN: _____

E-Mail Address: _____

Customer Name: _____ TN: _____ Customer's req. DD: ___ / ___ / __

SERVICE ARRANGEMENT (PHYSICAL/TRANSPORT)

1. Establishing New Transport Facility (Check Appropriate Choice):

a. BroadBand Exchangeline _____

b. Broadband Exchangeline Extension ____

c. Dedicated Customer Link between two BellSouth Serving Areas ____

Cascade A CLLI: _ _ _ _ _ _ _ _ _ _ Cascade B CLLI: _ _ _ _ _ _ _ _ _ _

d. Transport speed 56/64 kbps_____ 128 kbps_____ 1.536 Mbps_____ 44.210Mbps_____

2. Existing Transport Facility:

a. BBEL _____ b. FlexServ ____ c. MegaLink _____ d. MegaLink Channelized _____

e. Other, Specify _____ f. Circuit ID: _____

g. Provide CFA Channels, Low Channel: _____High Channel: _____ ____

3. Independent Company Involved:

Yes/ No ____ Name: _____TN: _____

LSO (NPA/NXX): _____ Total Miles: _____BellSouth Miles: _____

SERVICE ARRANGEMENT (LOGICAL)

1. Request To Establish Connection to the Cascade:

a. ISA Link or CDS Juncture (Diff SA) _____ CLLI: _ _ _ _ _ _ _ _ _ _ NPANXX __

b. InterSwitch, same Serving Area Y/N____

c. Customer Connection Y/N____ Speed _____

d. Customer Connection Serving Area to Serving Area Y/N__

e. Fractional Service Y/N__ (if yes, CLF information required)

5. **Circuit Location 1 (CKL 1) :**

b. Cascade CLLI _____ (first 8 characters) NPA _____ NXX _____

c. Street Address _____

1. **Circuit Location 2 (CKL 2) :**

   c. End User Customer Name _____ Address _____

   d. Premises CLLI (if Applicable) _____ NPA ___ NXX ____
   DLCI _____ CIR _____

   e. FlexServ DCS Y/N_____ If Yes, Enter Flex DCS CLLI _____

NOTE TO ORIGINATOR : Also complete OSPE–Section 1 On Page 2 of this document.

PART 2 – To Be Completed by the **CCM, SCM/ICM, OSPE** and /or **IROC. Positive Response to the Originator Required Within 2 Business Days.**

CCM RESPONSE (Provide New Transport Availability Information)

1.Channelized BroadBand Exchange Line _____

If Yes, Provide CLF Info. (Carrier ID, **T1ZF** etc.) _____

If CLF (Carrier ID) not available Provide Estimated Completion Date (ECD): _____

Job Number: _____

2. Inter Serving Area Link Yes ___ BellSouth to BellSouth:_____
BellSouth to ICO:_____ _____

Message Trunk ID: _____

No ___ Message CKT Order # _____

3. CCM Name: _____TN: _____Fax: _____

SCM/ICM RESPONSE (Provide Customer Connection Capacity Availability/Forward To ICM If Required)

1. Cascade Switch CLLI: _____ (Provide 11 Digits)

2. Cascade Port Availability, Yes / No: _____ If No, Date Available: _____

3. Message Trunk Required, Yes / No: _____ If Yes, Attach BroadBand Trunk Forecast

4. SCM Name: _____TN: _____Fax: _____

If Forwarded By SCM to ICM, Also Provide:

5. ICM Name: _____ TN: _____Fax: _____

OSPE RESPONSE (Required For New transport facility Only)

1. **To Be Completed by Originator:**

a. Customer Premises Address: _____

Room: _____ Bldg: _____ Floor: _____
Serving Wire Center: _____Total Number/Circuits Requested: _____

b. BBEL Line Rate: _____ 1.536 Mbps w/ B8ZS/ESF _____ 44.210 (DS3)

____ 56 Kbps ___ 128 Kbps/2B1Q* __ 64 Kbps Note: Must be ESF/B8ZS if transported via T-1

* Must be transported via SLC system using Adtran UBRITE-II channel card.

2. To Be Completed By OSPE, Returned to Originator

a. Facilities Avail, Yes / No: _____ If No, EWO Number: _____ECD: ___ / ___ / ___

b. Facility Reservation Number (FRN): _____Remarks: _____

c. OSPE Name: _____ TN: _____ Fax: _____

BIR/IROC/IND. CO. RELATIONS (Forwarded By Originator ONLY If ICO Involved)

1. To Be Completed By BellSouth Independent Relations Operations Center (IROC)

a. Facilities Avail, Yes / No: _____ If No, ECD: ___ / ___ / ___

Remarks:

b. IROC Name: _____ TN: _____Fax:

Instructions: The FR/CDS/BBEL SI is a two page document that will be used on all end user ordered Frame Relay requests (access DS3 only, all non-access). This includes PVC (only) activation. "PVC (only) ACTIVATION" (physical facilities existing), will only be distributed to Capacity Management. Requests for Serving Area to Serving Area connections will only be distributed to the Switch Capacity Manager/Interswitch Capacity Manager. Adds, changes and disconnects will go through the SI process. No response is needed on disconnects. This form will be used for projects with existing project guidelines.

There are two parts to the Frame Relay, Connectionless Data Service and Broadband Exchange Line Service Inquiry. Page 1 is Part I and will be completed and distributed appropriately by the project managers. Page 2 is Part II and provides for responses from Capacity Management, Switched Capacity Management, Outside Plant Engineering and or the Independent Relations Operations Center. (OSPE and or the Independent Relations will not be involved in request for PVC only activation.)

When an Interserving Area Link, or SA to SA (serving area to serving area) connection is involved, Two different Capacity Management groups will provide a response, the "Switch Capacity Manager" and the "InterSwitch Capacity Manager". When switch to switch connections are involved in the customer's network, the BBS Staff Interswitch Capacity Manager at (404) 658-1206 will be responsible for providing a response to the Service Inquiry.

PART I is completed and distributed by the originator of the service request. It is faxed to the Circuit Capacity Manager (CCM) , the Switched Capacity Manager who will forward to the Interswitched Capacity Manager (SCM/ICM (if appropriate), the Outside Plant Engineer (OSPE) and or Independent Relations Operations Center (IROC). The originator will complete the following:

FIELD	DATA
SI# and Associated SI#	Provide a service inquiry number and an associated service inquiry number (if appropriate) for tracking if more than 1location is being provisioned for the same customer.
Origination Date	Provide the date you completed preparation of this document.
PRN #	If this Service Inquiry is prepared in association with a Project, provide a Project Number
Update/Cancel	Is this an Update to an existing Service Inquiry or is it a request to cancel an existing Service Inquiry. (did the customer change his/her mind?)

FIELD	DATA
Originator Name TN, FAX	Provide the name, telephone number and f fax number of the person preparing this document.
Project Mgr/Implementor TN	If this is a project provide the name and telephone of the person responsible for project management.

SERVICE ARRANGEMENT (PHYSICAL/TRANSPORT)

1. Establishing New Transport	Check the appropriate facility type a, b, c or d BroadBand Exchange Line, Broad Band Exchange Line Extension, Dedicated Customer Link between two BellSouth Serving Areas, if this is checked proved Cascade A and B CLLIs and the speeed of the facility. (64kbps and 1.536Mbps must be B8ZS ESF.)
2. Existing Transport Facility a, b, c, d, or e.	Check the appropriate transport facility type. Provide the circuit ID of existing facility in **F** and provide channel assignments in **G**
3. Independent Company, LSO	If the end user location is in Independent territory, Total miles, BellSouth miles provide the name of the Independent Company. Provide the LSO Local serving office)exchange for the Independent end user location., the totals miles and the BellSouth miles.

SERVICE ARRANGEMENT (LOGICAL)

1. Request to establish a, b, c, d, or e	Select the appropriate connection . If **A** is chosen provide the CLLI of the distant Cascade and the Local Serving office exchange .
Circuit Location 1 (CKL 1)	Usually this will be the Cascade switch providing the Frame Relay/CDS customer connection, however it can be the Customer's service address in the case of a BBEL (Channelized) for support of a fractional Frame Relay/CDS service. Provide first 8 characters to Identify the Cascade switch you will serve the customer from, and the exchange for that location.

FIELD	DATA
1. Circuit location 2 (CKL 2)	Usually this is the customer's enduser location, however it can be another switch in another serving area or another switch in the same serving area, or a FlexServ DCS. If it is a FlexServ DCS provide the CLLI , 11 character identifier for the Flex DCS.

NOTE TO ORIGINATOR : Also complete OSPE - Section 1 on Page 2 of the Service Inquiry.

PART 2 will be completed by the Capacity Manager, Switch Capacity Manager/InterSwitch Capacity Manager , Outside Plant Engineering and Independent Relations Operations Center and **returned to the originator within 2 business days.** The Capacity Manager will perform normal service inquiry responsibilities which includes verifying switch and bandwidth availability. The Switch Capacity Manager will be responsible for determining the eleven character code of the cascade switch CLLI with port availability.

CCM RESPONSE

FIELD	DATA
PROVIDE NEW TRANSPORT AVAILABILITY	
1. Channelized BBEL	If the transport will be a BroadBand Exchangeline channelized like Megalink channel service, provide Circuit Layout Facility (CLF, or Carrier Identification, T1ZF etc.) If the facility is not available provide an estimated completion date and job number.
2. ISA Link	Check the appropriate response yes or no. If yes, is it BellSouth to BellSouth or ICO to BellSouth and provide message trunk ID. If no provide Message Circuit order number.
3. CCM Name TN Fax	Provide your name and telephone number and fax telephone number.

SWITCH CAPACITY MANAGER

Provide Customer connection capacity availability/forward to Interswitch Capacity Manager if required

FIELD	DATA
1. Cascade Switch CLLI	Provide the 11 character ID for the Cascade switch.
2. Cascade port availability	Provide yes or no response. If no give date when ports will be available.
3. Message trunk required	Provide yes or no response, if yes provide Broad Band trunk forecast form.
4. SCM Name TN and FAX	Provide your name, telephone number and fax telephone number.

Interswitch Capacity Manager will be involved when the Frame Relay requests will connect two or more switches or Serving Area Plans (ISA link). In this case, the Interswitch CM will be responsible for: verifying capacity/availability between the two switches and ordering facilities if availability does not exist and providing a response to the SI.

FIELD	DATA
ICM Name, TN and FAX	Provide your name, telephone number and fax telephone number.

OSPE RESPONSE

OSPE will perform their normal service inquiry responsibilities which include verifying the availability of local loop facilities and reserving same when available and providing a facilities reservation number to the originator via the response section

FIELD	DATA
1. To be completed by originator a, b,	(See note at the bottom of the first page) Provide end user address including loc. data. rm., bldg., fl. etc. local serving office exchange, number of circuits to be provisioned at the service location, speed of circuit to be provisioned
2. To be completed by OSPE a, b, c	Provide the appropriate information yes or no. If no provide EWO number and estimated completion date. If yes reserve facilities and provide a reservation number and any remarks. Provide your name, telephone number and fax number.

BIR/IROC/IND. CO RELATIONS

FIELD	DATA
1.To be completed by BellSouth Independent Relations Center	Provide the appropriate responses yes or no , if no provide an estimated completion date, any remarks deemed appropriate, and enter your name , telephone number and fax number.

FRAME RELAY/CONNECTIONLESS DATA SERVICE/BROADBAND EXCHANGE LINE

(FIRM ORDER)

SERVICE REQUEST FORM

Completed by the DCSC project manager and distributed to the CSA with Part 1 and 2 of the SI

Originator Name:_____ TN:_____FAX: _____

Order Number: _____, _____ DD:___/___/___

Pre-Assigned CKT. ID_____, _____

PRN: _____

BILLING INFORMATION

Company Name: _____Other Bus. Service:_____

Address: _____ City :_____ State :_____Zip: _____

Billing Contact Name: _____ TN: _____

Credit Information (CI): _____ OCN _____

BILLING ARRANGEMENT Month-to-Month ____ Yes ____ No ____

Contract Plan Yes/No_____
_____Plan A (12 TO 36 MOS.)
_____Plan B (37 TO 60 MOS.)

BTN: _____
PON: _____
DI Code: _____

number of months _____
Contract Number _____

Tax Code: _____
Mater Account # _____

PROVISIONING: CASCADE SWITCH WILL LINK to: a. ____ IC's NNI ____b. IC's UNI ___c. IC's ISSI

____d. ICO Switch ____e. Meet Point Trunk ____f. Bell South Switch

1. Cascade Switch address: _____

If **IC** or **ICO,** give Name _____, CKT. ID._____

If **IC'S NNI** to **UNI** give: a. CCNA_ _ _, b. PON_____

CDS ISSI connection to **IC**, give IP Address _____ IA Address _____

If another BellSouth Switch (same Serving Area) give CLLI: _____

2. EndUser Name_____ Local Serving Office Exchange _____

Service Address_____ Bldg _____ Fl _____

City_____ State_____ Zip_____

Site Contact Name_____ Tel. Nbr._____

Technical Contact Name _____ Tel. Nbr._____

Extend DMARC? ____ Yes ____No Jack Type_____ # of PVCs ____ CIR____

Extended mileage: ___Y/N < 20__20-50__51-75__76-100__101-125___ > 125___ ICO Miles ____

Fractional Service (provide CFA - channel assignments)_____

Special Instructions: (CPE Equipment, Access etc.) _____

CONFIRMATION INFORMATION (DCSC Tel. No. 1-800-863-5717 or 770-496-2700 FAX 770-496-2760)

Date Rec'd ___/___/___ Date Processed ___/___/___ Misc. Billing Acct.#_____

DCSC CSA's Name_____ Tel.Nbr _____

CONNECTIONLESS DATA SERVICE REQUEST

To be completed by the Originator for CDS requests **only** and distributed to the DCSC CSA with Parts 1 and 2 SI and page 1 of the SRF. Use additional forms for each SNI address being established.

CIRCUIT ID NUMBER :_____ **SNI ADDRESS #** : _____

INDIVIDUAL ADDRESS SCREENING: ___ None ___ Allow ___ Disallow

(1) _____ (6)_____ (11) _____

(2) _____ (7) _____ (12) _____

(3) _____ (8) _____ (13) _____

(4) _____ (9) _____ (14) _____

(5) _____ (10)_____ (15) _____

GROUP ADDRESS: _____ Establish New Group? ____ Y ____ N

No. of Groups _____

Add to Existing Group? ___ Y ____ N

1) _____ 3) _____ 5) _____

2) _____ 4) _____ 6) _____

DESTINATION GROUP ADDRESS SCREENING: ___ None ___ Allow ___ Disallow

(1) _____ (5) _____ (9) _____

(2) _____ (6) _____ (10) _____

(3) _____ (7) _____ (11) _____

(4) _____ (8) _____ (12) _____

SERVICE REQUEST FORM LINE BY LINE INSTRUCTONS

Instructions: The Frame Relay/Connectionless Data Service and BroadBand Exchange Line Service Request Form is a two page document that will be prepared for **all** non-access ordered Frame Relay, Connectionless Data Service and BroadBand Exchange Line requests by the project manager and submitted along with a completed Service Inquiry (SI) to the Data Customer Support Center order issuance center for processing. The completed Service Inquiry, Service Request Form (SRF) and a Network Map or spread sheet will be required before service orders can be issued. This form will be used for projects with existing project guidelines.

The SRF is completed and distributed by the project manager to the DCSC ordering center Supervisor currently by fax to (770) 496-2760 . This document can be sent and received mechanically. To send in Lotus Notes address to BBS DCSC @ OMEGW or in O-mail to BBS DCSC. Direct addressing questions to your LAN Administrator. Send request Read Receipt to ensure your request is received and logged the DCSC. The Project manager will complete the following:

FIELD	DATA
Originator Name ,TN and FAX	Enter name and telephone number of person preparing this document.
Order number DD	Enter pre-Assigned order number (s) associated with this customer's request. The due date should be 10 business days from the application date which will be determined based when the complete package of information was received in the DCSC. If the package is received on any given business day before 2:00 p.m. the 10 business day clock starts with APPLICATION DAY = day 0.
Pre - Assigned CKT. ID.	Enter pre-assigned circuit ID (s) associated with this customers request. i.e. New BBEL used as transport facility for a fractional T1.
PRN	If this request is part of a project enter the project number.